

Zion National Park LOST & FOUND POLICY For Zion Lodge

All lost & found reports are to be processed at the front desk as soon as possible. All found items must be taken to the front desk immediately and recorded in the lost and found log book. All lost items must be reported on a lost item report to be completed at the front desk. Guest inquires concerning lost or found items are to be directed to the front desk. **Never indicate that the item is in your possession or has been found.** The guest must identify the item conclusively before being shown the item. Items such as open food, perishable food, soiled underwear, and beverages should be disposed of and need not be reported. If a wallet or purse is found, immediately obtain assistance of a manager to inventory the contents. Record the contents and both sign in lost and found log book. All medication is to be kept under lock. Do not attempt to contact owner, hold for (60) days and dispose of through sewer.

- A.) LOST ITEM: Any employee receiving notice from a person regarding a lost item will direct the person to the Front Desk to fill out a Lost Item Report Form (NPS 10-166). If guest wants to fill out their own lost item report give them an individual slip but do not let them see other guest contact information.
 - 1.) A complete and detailed description of the item must be noted on the form. Obtain contact information and enter on form.

- B.) FOUND ITEM: Any employee finding or having a found item turned over to them will IMMEDIATELY complete a found ticket at the front desk.
 - 1.) A description of the item must be noted in the log book.
 - 2.) Tag item with the date, place item was found and name of person turning in item. Items unclaimed after (30) day period will be turned over to the National Park Service.
 - 3.) All items will be kept in a secure place under lock and key.
 - 4.) If the item is found by housekeeping in a room, the front desk will print out the room information for identification purposes and attach to the item.

- C.) RETURNING FOUND ITEMS: In person or by telephone
 - 1.) Ask for a detailed description. Do not show or describe the item to them.
 - 2.) If there is no doubt that the item in question belongs to this person, you may return the item. If the owner is making a claim by telephone inform owner the item will be mailed to them by credit card postage + \$1.50.
 - 3.) If there is reasonable doubt concerning ownership, fill out a lost item report. Advise the guest the lost item report will be turned over to the General Manager for follow up.

D.) STORAGE AND DISPOSITION:

- 1.) All items will be stored under lock and key at the front desk for (30) days.
- 2.) Cash, wallets, purses, prescriptions, and any expensive items require notification of the Manager on Duty.
- 3.) Cash will immediately go to the accounting office or MOD lock box after hours.
- 4.) Single credit cards will immediately go to the accounting office or MOD lock box after hours. Accounting will hold the card for 24 hours. If not claimed, the issuer will be notified and the card will be destroyed.
- 5.) Wallets and purses must be inventoried, documented and signed by 2 employees IMMEDIATELY upon finding. The documentation must remain with the item. (Contact an MOD or Accounting.)
- 6.) After (30) days, all unclaimed items will be delivered to the National Park Service. The National Park Service may pick up items every week as scheduled by the National Park Service.